

**CITY OF MONROE
PUBLIC ENTERPRISE COMMITTEE
300 W. CROWELL STREET, MONROE, NC 28112
TUESDAY, AUGUST 4, 2026 - 4:00 PM
AGENDA
www.monroenc.org**

1. Public Enterprise Committee Meeting Minutes of June 2, 2026
2. Water Resources Purchase of Bobcat Compact Track Loader
3. Water Resources Purchase of Track Hoe
4. ArcGIS Enterprise and Utility Network Upgrade and Migration Implementation
5. Award of Contract for Rehabilitation of John Glenn Water Treatment Plant
Sedimentation Basin No. 3
6. Award of Contract for Rehabilitation of John Glenn Water Treatment Plant Reaction
Basin Rehabilitation

Public Enterprise Committee Minutes
June 2, 2026
City Hall Conference Room
4:00 p.m.

Members Present: Council Member Franco McGee, Council Member Julie Thompson

Staff: Mark Watson, Lisa Hollowell, Jeffrey Wells, Rob Miller, Jay Voyles, Jennifer Simmons, Terry Sholar, Lisa Kerner, Ashley Ivey, Lisa Strickland, Malcolm Weeks, Richard Long, Amy Cook, Cathy Nance

Council Member Franco McGee called the June 2, 2026 Public Enterprise Committee meeting to order at 4:00 p.m.

Item #1: Adoption of Minutes of the Meeting

Recommendation:

Council Member McGee asked if anyone had questions or concerns regarding the minutes of the May 6, 2026 meeting, and if not, would someone make a motion to approve.

Motion: Adopt May 6, 2026 PEC Meeting Minutes
Motion made by: Council Member Julie Thompson
Second: Council Member Franco McGee
Voting: **In Favor:** Council Member Franco McGee, Council Member Julie Thompson
Opposed: None
Action: Motion adopted

Item #2. Award of Purchase of one LEKTRO 88i Towbarless Tractor

Recommendation:

The Airport Staff recommends that the Public Enterprise Committee approve sending this request to City Council for approval to award the purchase of one (1) LEKTRO 88i Towbarless Tractor to K2EQ, LLC dba OSHKOSH Aerotech in the amount of \$173,965.00.

Presentation and Discussion:

Malcolm Weeks presented the item to the committee. He said that this request was sent out for bid per City guidelines. Only one response was received. The bid was put out again, still with one response. There is sufficient funding in the account for this purchase.

Motion: Approve sending the request to award purchase of this item to City Council for the consent agenda on June 9, 2026.
Motion made by: Council Member Julie Thompson
Second: Council Member Franco McGee
Voting: **In Favor:** Council Member Franco McGee, Council Member Julie Thompson
Opposed: None
Action: Motion adopted

Item #3: Water Resources Change order for Sewer Right of Way Mowing

Recommendation:

Water Resources Staff requests the Public Enterprise Committee consider approving a Change Order for Sewer Right-of-Way mowing for the City of Monroe Maintenance Division.

Presentation and Discussion:

Rob Miller said Water Resources maintains 75.6 miles of sewer right of way throughout the City's wastewater collection system. Earlier in the fiscal year, Staff executed a contract for mowing services covering half, or about 37.8 miles, of the right of way because of uncertainty regarding the budget status. Following a review of current budget conditions, sufficient funds are available to proceed with mowing the remaining 37.8 miles of right of way. Staff is requesting approval of a change order for \$83,160.00 to Complete Land Management for the additional mowing services.

Motion: To approve a Change Order with Complete Land Management in the amount of \$83,160.00 for the mowing of the remaining 37.8 miles of sewer right-of-way, authorize the City Manager to execute the necessary documents, and forward to City Council for approval on the consent agenda.

Motion made by: Council Member Julie Thompson

Second: Council Member Franco McGee

Voting: **In Favor:** Council Member Franco McGee, Council Member Julie Thompson

Opposed: None

Action: Motion adopted

Item #4: Union County Water and Wastewater Agreement Amendment

Recommendation:

The Public Enterprise Committee is requested to approve an amendment to the Water and Wastewater Agreement between the City of Monroe and Union County, authorize the City Manager to execute the agreement, and forward to City Council for approval.

Presentation and Discussion:

Amy Cook presented the item. Water Resources staff is proposing an additional amendment - Amendment to Amendment 1 to Water and Wastewater Agreement - to update Exhibit 3 of the August 12, 2025 amendment. This update reflects Union County's cost-share allocation for the design, construction, and commissioning of the City's WWTP planned improvements. The amendment states that Union County will pay the City lump sum project cost share payments, or 25.48%, of the actual total project cost, for all improvements as they are completed. This amendment was reviewed by Legal for appropriate content and language.

Motion: To approve the Amendment to Amendment 1 to Water and Wastewater Agreement between the City of Monroe and Union County, authorize the City Manager to execute the agreement, and forward to the June 9, 2026 consent agenda for City Council for approval.

Motion made by: Council Member Julie Thompson

Second: Council Member Franco McGee

Voting: **In Favor:** Council Member Franco McGee, Council Member Julie Thompson

Action: **Opposed:** None
Motion adopted

Item #5: Aerial Asset Accessibility Grant Application

Recommendation:

The Charlotte-Monroe Executive Airport is seeking approval of an application that was submitted to the NC Dept. of Public Safety, Dept. of Emergency Management, (NCEM), requesting funds through the Aerial Asset Accessibility Grant program in the amount of \$5,003,000. There is no matching funds requirement.

Presentation and Discussion:

Lisa Kerner shared that applications for the grant are being accepted through June 15, 2026. Lisa Hollowell stated that the grants are only available to areas impacted by Hurricane Helene that have an airport. The funds may be used to increase capacity for emergency preparedness and disaster response through capital projects on airfield property, and includes funding for fire department equipment.

Motion: To approve the application submitted to NCEM's Aerial Asset Accessibility Grant Program and include this item on the Consent Agenda for City Council's consideration at the meeting on June 9, 2026.
Motion made by: Council Member Julie Thompson
Second: Council Member Franco McGee
Voting: **In Favor:** Council Member Franco McGee, Council Member Julie Thompson
Opposed: None
Action: Motion adopted

Item #6: Aviation Drive Fence Project

Recommendation:

The Charlotte-Monroe Executive Airport is requesting approval to relocate the Aviation Drive gate from its current location to a more visible area adjacent to the Main Terminal Building in order to enhance Airport security and access control.

Presentation and Discussion:

Lisa Hollowell shared that currently there is an agreement between the City and the Engineer of Record, Talbert, Bright & Ellington, LLC. The current project is the Wildlife Perimeter Fence Repair/East Side project that will remove and replace approximately 5,200 linear feet of damaged fencing. This need was identified during a 2024 United States Department of Agriculture (USDA) site investigation. During initial work on this project, a Transportation Security Administration inspection identified other security deficiencies.

This proposed amendment will expand the project scope to include recommended enhancements to fencing and security at the Airport. There are remaining project funds available to be used from the NCDOT Division of Aviation. However, a budget ordinance is required for \$6,961 to appropriate the additional funding.

Motion: To recommend that City Council approve this amendment for additional professional services for security improvements along Aviation Drive, and approve the associated budget ordinance.
Motion made by: Council Member Julie Thompson

Second: Council Member Franco McGee
Voting: **In Favor:** Council Member Franco McGee, Council Member Julie Thompson
Opposed: None
Action: Motion adopted

Item #7: Water Resources Fee Schedule Amendments

Recommendation:

Staff is proposing updates to the Water Resources fee schedule for site plan, subdivision, water extension, and sewer extension review. The proposed fees are intended to recover costs associated with third-party engineering review and related inspection services for developer-driven projects.

Presentation and Discussion:

Jay Voyles said that Developer-driven water and sewer infrastructure requires technical review to ensure that proposed public utility extensions are designed in accordance with City standards and can be properly incorporated into the City's utility systems.

Water Resources Plan Review and Inspection fees could recover the cost of third-party engineering review for these development-related submittals. This approach assigns the cost of development-driven review to the projects generating the need, rather than absorbing those costs through existing utility resources. Voyles said the proposed fee schedule would apply to site plans, subdivisions, water and sewer extensions, pump/lift stations, plan revisions, project review meetings, and certain re-reviews or re-inspections.

Motion: That the Public Enterprise Committee support the proposed Water Resources Plan Review and Inspection fee schedule and recommend the proposed fee changes for approval on the City Council Consent Agenda at the June 9th, 2026 regular meeting
Motion made by: Council Member Julie Thompson
Second: Council Member Franco McGee
Voting: **In Favor:** Council Member Franco McGee, Council Member Julie Thompson
Opposed: None
Action: Motion adopted

There being no further business, the meeting adjourned at 4:17 p.m.

James Kerr, Chair

Next Meeting- July 7, 2026 at 4:00 p.m.



STAFF REPORT

TO: Public Enterprise Committee

VIA: William M. Watson, City Manager

DATE: August 4, 2026

FROM: Rob Miller, General Manager of Energy Services and Water Resources

PREPARED BY: Darrell Hobbs, Water Resources Construction Superintendent

SUBJECT: Purchase of Equipment (T770 T4 Bobcat Compact Track Loader)

SUMMARY STATEMENT

Public Enterprise Committee is requested to consider a purchase contract for a replacement compact loader in the Water Resources Maintenance Division.

REVIEW

Budgeted funds are available in the FY27 budget to replace a 2013 Skid Steer in the Water Resources Maintenance Division that has reached the end of its useful life. The City garage concurs with the replacement of this equipment.

The Water Resources Department is dependent on compact loader equipment to perform a wide variety of water and sewer construction and maintenance projects. Having reliable equipment of this type is essential to the success of Water Resources projects and emergency response to utility issues.

Based on all considerations, the Sourcewell purchasing co-operative was selected for buying this compact loader. Use of this Co-Op complies with applicable competitive bidding requirements without the expense of a formal bid solicitation and provides efficient delivery of vehicles and equipment. The City is a member of the Sourcewell Co-Op.

Based on the proposal obtained from Sourcewell, which met all City specifications, staff is recommending the following award:

T770 T4 Bobcat Compact Track Loader, with all applicable quoted features.
Provided by Bobcat of Monroe, Monroe NC
Price \$111,793. Budgeted funds in the amount of \$111,794.00 are available in the FY27 budget.

RECOMMENDATION

It is the recommendation of Staff that Public Enterprise Committee take the following actions:

Motion to forward the Bobcat of Monroe purchase contract request in the amount of \$111,793 to City Council Regular Meeting Consent Agenda on August 11, 2026 and authorize the City Manager to execute all necessary documents.

Attachment(s):

Quote prepared by Bobcat of Monroe



Product Quotation
 Quotation Number: **MF1454576**
 Quote Sent Date: **Jun 26, 2025**
 Expiration Date: **Jul 26, 2025**

Your Bobcat Contact
Marcella Foss
 Phone: +17014764299
 Email: marcella.foss@doosan.com

Your Customer Contact

Deliver to
City of Monroe Water Resources
 2401 Walkup Ave
 MONROE, NC, 28111-0069

Bobcat Dealer
Bobcat of Monroe, Monroe, NC
 1711 MORGAN MILL ROAD
 MONROE, NC, 28110

Bill to
CITY OF MONROE 289243
 300 W Crowell St
 Monroe, NC, 28112-4648

Item Name	Item Number	Quantity	Price Each	Total
T770 T4 Bobcat Compact Track Loader	M0285	1	59,431.01	59,431.01

Standard Equipment:

92 HP Turbo Tier 4 Diesel Engine
 Air Intake Heater (Automatically Activated)
 Auxiliary Hydraulics: Variable Flow
 Backup Alarm
 Bob-Tach
 Bobcat Interlock Control System (BICS)
 Controls: Hand and Foot (Manual)
 Cylinder Cushioning - Lift, Tilt
 Engine/Hydraulic Systems Shutdown
 Glow Plugs (Automatically Activated)

Horn
 Instrumentation: Engine Temp and Fuel Gauges,
 Hourmeter, RPM and Warning Indicators
 Lift Arm Support
 Lift Path: Vertical
 Lights, Front & Rear
 Operator Cab
 Includes: Adjustable Suspension Seat, Top & Rear
 Windows, Seat Bar, Seat Belt
 Roll Over Protective Structure (ROPS) meets SAE-
 J1040 & ISO 3471
 Falling Object Protective Structure (FOPS) meets SAE-
 J1043 & ISO 3449, Level I; (Level II is available
 through Bobcat Parts)
 Parking Brake: Spring Applied, Pressure Released (SAPR)
 Solid Mounted Carriage with 5 Rollers
 Tracks: Rubber, 17.7" Wide C-Pattern
 Warranty: 2 years, or 2000 hours whichever occurs first

Deluxe Package	M0285-P11-C14	1	7,590.43	7,590.43
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Included: Deluxe Package: Enclosed HVAC Cab,
 Adjustable Heated Cloth Air Ride Seat, Power Bob-
 Tach, Keyless Ignition, Deluxe Display, Standard Lights,
 7-Pin Attachment Control, Single Direction Bucket
 Positioning, Two-Speed Travel, Telematics - Machine
 IQ, 2yr Standard Telematics Subscription, Radio with
 Bluetooth, Ride Control, Reversing Fan,

Selectable Joystick Controls (SJC)	M0285-R01-C04	1	649.23	649.23
High Flow Hydraulics	M0285-R03-C03	1	1,851.21	1,851.21
80" Combination Bucket	7167313	1	4,394.32	4,394.32
Bolt-On Cutting Edge, 80"	6718008	1	332.11	332.11
40" Planer, High Flow	6726632	1	27,739.24	27,739.24
Rear Camera Kit	7329670	1	1,191.40	1,191.40

Total for T770 T4 Bobcat Compact Track Loader 103,178.95

Quote Subtotal	103,178.95
Dealer PDI	450.00

Tariff Surcharge	5,327.68
Freight Charges	1,350.00
Destination Charges	857.00
Dealer Assembly Charges	630.00
Quote Total - USD	111,793.63

Comment: *Plus applicable taxes. IF Tax Exempt, please include Tax Exempt Certificate with the order.

*Prices per the Sourcewell Contract #020223-CEC

*Sourcewell Member Number (if applicable): _____

*All orders should include 1) Accounts Payable Contact and email address, 2) W9 with correct legal entity name, and 3) Bill to Address.

*Orders may be placed with the contract holder or authorized dealer as allowed by the terms and conditions of the contract. *A Copy of all orders must be provided to Heather.Messmer@Doosan.com.

*Contact Holder Information: Doosan Bobcat North America, Inc. Govt Sales, 250 E Beaton Drive, West Fargo, ND 58078. TID# 38-0425350.

*Payment Terms: Net 60 Days. Credit cards accepted.

*Remittance address: Doosan Bobcat North America, Inc. P. O. Box 74007382, Chicago, IL 60674-7382

Customer Acceptance:

Quotation Number: MF1454576

Purchase Order: _____

Authorized Signature:

Print: _____ Sign: _____

Date: _____ Email: _____

Addresses

Delivery Address _____

Billing Address (if different from ship to): _____

Tax Exempt: Y ☐ / N ☐

Exempt in the State of: _____

Tax Exempt ID:

Federal: _____

State: _____

Expiration Date: _____



STAFF REPORT

TO: Public Enterprise Committee

VIA: William M. Watson, City Manager

DATE: August 4, 2026

FROM: Rob Miller, General Manager of Energy Services and Water Resources

PREPARED BY: Darrell Hobbs, Water Resources Construction Superintendent

SUBJECT: Purchase of Equipment (Case CX145 Track Hoe)

SUMMARY STATEMENT

Public Enterprise Committee is requested to consider a purchase contract for a replacement track hoe in the Water Resources Maintenance Division.

REVIEW

Budgeted funds of \$235,350.00 are available in the FY27 budget to replace a year 2016 Case 590 Back Hoe in the Water Resources Maintenance Division that has reached the end of its useful life. There is a shortage of \$2,200.00 that will be covered through an internal account transfer. The City garage concurs with the replacement of this equipment.

The Water Resources Department is dependent on back hoe and track hoe equipment to perform a wide variety of water and sewer construction and maintenance projects. Having reliable equipment of this type is essential to the success of Water Resources projects and emergency response to utility issues.

Based on all considerations, the Sourcewell purchasing co-operative was selected for buying this track hoe. Use of this Co-Op complies with applicable competitive bidding requirements without the expense of a formal bid solicitation and provides efficient delivery of vehicles and equipment. The City is a member of the Sourcewell Co-Op.

Based on the proposal obtained from Sourcewell, which met all City specifications, staff is recommending the following award:

CX145D Track Hoe, with all applicable quoted features.
Provided by Hills Machinery, Charlotte NC

The original quote, dated October 25, 2025, was \$236,350.00. The updated quote, dated July 1, 2026, is \$238,550.00, an overall increase of \$2,200.00. Case honored the pricing from the original quote. However, the manufacturer increased the price of the hydraulic breaker by \$2,200.00, resulting in the overall increase. The additional funds will be obtained through an internal account transfer. For comparison, Case's pricing on the machine itself increased by approximately \$5,000.00 during that same period, but they honored their original quoted price and only passed through the manufacturer's increase for the hydraulic breaker.

RECOMMENDATION

It is the recommendation of Staff that the Public Enterprise Committee approve to forward the purchase request to City Council for approval during the August 11, 2026 Regular Council Meeting Consent Agenda.

Attachment(s):
Quote prepared by Hills Machinery



Quote

Hills Charlotte

11717 Reames Rd.
Charlotte, NC 28269
866-840-0440

General Information

Sales Representative	Chad Stiles	Order Date	7-01-2026	Cust. PO #	
Purchasers Full Name	City of Monroe	Account #	CITY26		
Purchasers Address	PO Box 69	City	Monroe	State	NC
				ZIP	28110
Email Address		Business Phone	7042824500	Fax	
Ship to Address					

Purchase Equipment

Qty. New	Qty. Used	Qty. Demo	Make, Model, Description	Serial # or Attachment	Cash Price Each Item
1			COMMERCIAL MODEL CX145D MSR LC -CX145D MSR LC JP DOZER BLADE UNDERCARRIAGE/CHASSIS LC -Long Chassis BOOM Standard Boom ARM/DIPPERSTICK -Digging Arm, 9'10" (3.01 m) TRACK SHOES -20" (500mm) Rubber Pads CONTROL PATTERN SELECTION -ISO/SAE Control Pattern Select SECONDARY AUXILIARY HYDRAULICS RAIN DEFLECTOR Rain Deflector FREE SWING -Free Swing	TBD	\$ 210,450.00
1			Coupler,Bucket,Hydraulic Thumb 1. TNB-7J (2,000 FtLb Class) Silenced Box Housing Hydraulic Breaker, c/w CX145 OEM Mount & Pins *****SOURCEWELL #011723-CNH-1*****		\$ 28,100.00
Subtotal					\$ 238,550.00

Trade-In Equipment

Year	Make, Model, Serial #	Trade Allowance

Purchaser hereby bargains, sells and conveys unto Seller the above described Trade-In Equipment and warrants and certifies it to be free and clear of liens, encumbrances, and security interests except to the extent shown below.

This is a cash transaction. If the Purchaser so requests prior to acceptance, the Cash Due on Delivery may be financed as a time sale transaction, subject to credit approval. If this transaction becomes a time sale, Purchaser agrees (1) to make payments pursuant to the Hills Machinery Accounts Receivable System Agreement, which is incorporated into this Purchase Order by reference, and (2) that Seller retains a security interest in the goods described herein until all obligations of Purchaser are paid in full and discharged.

I. Trade Allowance	\$ 0.00
II. Less Amount Owed To	\$
III. Net Trade Allowance (I-II)	\$ 0.00
IV. OTHER (Specify)	\$
V. Trade Down Payment	\$ 0.00

Warranty on Equipment

Warranty coverage on the equipment covered by this order, if any, has been explained to purchaser. The warranty coverage is outlined below and indicated by the box checked.

☒ NEW CASE PRODUCT WARRANTY or qualified new Case warranty.

If qualified, the period is _____ months.

WARRANTIES PROVIDED BY THE SELLER ON NEW PRODUCTS SHALL BE GIVEN TO PURCHASER UNDER SEPARATE AGREEMENT, THE RECEIPT WHEREOF IS HEREBY ACKNOWLEDGED BY PURCHASER.

☒ NEW - Other manufacturer's warranty.

☒ USED - When the equipment covered by this order is used equipment, THE PURCHASER STATES THAT HE HAS EXAMINED THE EQUIPMENT and is buying the equipment AS IS and with NO REPRESENTATION OR WARRANTIES, unless otherwise specified in writing below.

24 Months/ 2000 Hours Manufacturers Warranty

Subtotal	\$ 238,550.00
Transportation Fees	\$
Enter 7.00 % Sales Tax	\$ 16,698.50
OR Flat Sales Tax (SC)	\$
Total Taxes	\$ 16,698.50
TOTAL PRICE	\$ 255,248.50
Cash Down Payment	\$
Trade Down Payment	\$ 0.00
Total Down Payment	\$ 0.00
Cash Due on Delivery	\$ 255,248.50

Notice To Purchaser

1. Caution. Do not sign this contract before you thoroughly read both sides of it or if it contains blank spaces, even if otherwise advised.
2. You are entitled to an exact and completely filled in copy of this Contract when you sign it. Keep it to protect your legal rights.
3. General Manager signature required for final acceptance of Purchase Order.

ACCEPTED BY	_____	DATE	_____
PURCHASER'S	GENERAL MANAGER		
SIGNATURE	_____	DATE	_____

THE ADDITIONAL TERMS AND CONDITIONS SET FORTH ON THE REVERSE SIDE HEREOF ARE PART OF THIS CONTRACT AND ARE INCORPORATED HEREIN BY REFERENCE.

ADDITIONAL TERMS AND CONDITIONS

(Referred to on the Reverse Side Hereof)

1. When trade-in equipment is not to be delivered to the Seller until delivery of the equipment purchased by this order, the trade-in equipment may be reappraised at that time and such reappraisal value shall determine the allowance made for such trade-in equipment. When the reappraised value is less than the original trade-in allowance shown on this form the purchaser may terminate this order; however, this right of termination must be exercised prior to delivery of the equipment by Seller and surrender of the trade-in equipment to Seller.
2. The prices which Purchaser will pay for the new equipment set forth on the reverse side hereof shall be based upon the Case dealer price in effect on date of delivery of the new equipment. In the event Case dealer's price is changed prior to delivery, the purchase price shall be adjusted accordingly. If such price change results in an increase, purchaser has the option of canceling the order in writing immediately on being notified thereof.
3. The Seller shall be excused if delivery is delayed or rendered impossible by differences with workmen, strikes, work stoppages, car shortages, delays in transportation, inability to obtain labor or materials and also by any cause beyond the reasonable control of Seller, including but not restricted to acts of God, floods, fire, storms, acts of civil and military authorities, war and insurrections.
4. Purchaser shall keep the property free of all liens, taxes, encumbrances and seizure or levy, shall not use same illegally, shall not damage, abuse, misuse, abandon or lose said property, shall not part with possession thereof, whether voluntarily or involuntarily or transfer any interest therein or remove same out of the county or filing district in which Purchaser resides as indicated herein without the prior written consent of Seller, shall keep said property insured in such amounts and with such insurer as may be acceptable to Seller with any loss payable to Seller as his interest in the property may appear. The Property is held by Purchaser at his risk and expense with no abatement in his obligation on account of loss or damage.
5. Time is of the essence of this contract and if purchaser fails to comply with any of the terms and conditions hereof or defaults in the payment of any installment hereunder or under any renewal or renewals hereof, or in the payment of interest or defaults in the payment of any installment due under any other indebtedness of contract held by the Seller or Assignee, or if proceedings are instituted against Purchaser under any bankruptcy or insolvency law or Purchaser makes an assignment for the benefit of creditors or if for any reason the Seller deems himself insecure and so declares all payments heretofore made by Purchaser shall be retained by the seller and all indebtedness hereunder shall become immediately due and payable, with or without notice, together with all expenses of collection by suit or otherwise, including reasonable attorney fees and Seller may, without notice or demand, take possession of the equipment set forth on the reverse hereof, or any additions to, replacements of, or any proceeds from said equipment or may render the property unusable or Seller may require Purchaser to assemble the property and make it available at a place designated by Seller. Seller may resell the retaken property at public or private Sale in accordance with the Uniform Commercial Code or applicable state or provincial law. After deducting reasonable expenses for retaking, repairing, holding, preparing for sale, other selling expenses including attorney fees and legal expenses, the remaining proceeds of Sale shall be credited upon the amount of indebtedness remaining unpaid hereunder, and Purchaser agrees to pay any deficiency upon demand by Seller, any surplus, however, shall be paid to Purchaser. Said retaking or repossession shall not be deemed rescission of the contract. Seller may exercise any other rights and remedies provided by applicable law.
6. No waivers or modifications hereof shall be valid unless written upon or attached to this contract. Waiver or condonation of any breach or default hereunder shall not constitute a waiver of any other or subsequent breach or default. Payments received by Seller are to be applied first to delinquent interest and then to principal.
7. The remedies provided for herein are not exclusive and any action to enforce payment shall not waive or affect any of the holder's rights to have recourse to the property. The transfer of this contract shall operate to pass a security interest in the property as security for the payment hereof.
8. Any provision of this contract prohibited by the laws of any state, the United States, any province of Canada, shall be ineffective to the extent of such prohibition without invalidating the remaining portions of the contract.
9. Each maker, endorser, guarantor and surety hereon severally waives presentment, demand protest, and notice of non-payment and all defenses of want of diligence in collection and bringing suit. This contract shall be binding upon and shall insure to the benefit of the parties hereto and their respective heirs, personal representative, successors, and signs.
10. Buyer authorizes Seller to insert the Serial and/or model numbers of the goods set forth on the reverse side hereof for the purposes of identifying said goods. The seller may correct patent errors herein.



Statement of Work #26-06-04

***City of Monroe, NC
ArcGIS Enterprise and Utility Network
Upgrade and Migration***

June 22, 2026



6766 S. Revere Parkway, Suite 100
Centennial, CO 80112
(720) 279-9894



Table of Contents

1	Overview.....	3
2	Approach	4
2.1	Phase 2: Design and Migration Planning	4
2.2	Phase 3: Implementation	6
3	Assumptions.....	13
4	Project Schedule.....	18
5	Quote.....	19
6	Appendix A: SSP Migration Quality Assurance Methodology.....	20
6.1	Workflow	20
6.2	Automated Tests	21
6.3	General and Manual Visual and Table Scans.....	21
6.4	Random Sample Visual Inspection	22
6.5	Sampling Size	22
6.6	Scoring Methodology	23
6.7	SSP Acceptance/Rejection Criteria	24
7	Appendix B: UN Migration Application Specification.....	26

1 Overview

The City of Monroe Energy Services ("City of Monroe"/"City") seeks a Statement of Work (SOW) for the migration of its Water, Electric, and Gas data from the City of Monroe's ArcGIS-supported Geometric Network (GN) geodatabase to an industry best practice Utility Network (UN) model. SSP Innovations, LLC ("SSP") proposes this solution, including a bundled product and services offering featuring pre-configured components, consulting services, and 3-GIS Productivity ("Productivity") installation and configuration. This UN Migration solution contains data migration performed by the City of Monroe from the City's current ArcGIS environment to an industry best practice UN model. The solution includes

- Installation of ArcGIS Pro and ArcGIS Enterprise in Monroe's Test, and Production environments
- Conducting data mapping and data migration for Water, Electric, and Gas data.
- Custom integrations and testing
- Site and System testing and support for User Acceptance Testing (UAT)
- End User and Administrator training
- Assistance with Production deployment and post-deployment support

The Data migrations will involve reviewing the existing data model, comparing it to the SSP target data model, and developing a Source Data Matrix (SDM) to document where data from the existing data model will be migrated into the UN data model. SSP will leverage its data migration toolset to perform the migration: one migration will be a Pilot with Quality Assurance (QA) checks performed before the full migration, and the other will include QA review for Production.

Integration Planning workshops will be prepared and led by SSP with the City of Monroe's participation to discuss and refine business goals. Collectively a Business Requirements Document (BRD) will house requirements expressed by City of Monroe to satisfy business needs.

SSP will perform Site Acceptance Testing (SAT) that will focus on the solution functionality and verification of the installed and configured components in Monroe's environments. In addition, SSP will provide training for the City of Monroe trainers for End Users and System Administrators. A digital Administrator's Guide will be provided to the City's Information Technology (IT) team to document the solution's architecture and administrative tasks.

The City of Monroe will be responsible for conducting UAT to verify business functionality using the migrated Pilot data before migrating the entire database. A full Production deployment and execution of the Cutover/Go-Live event will follow. Post-implementation support will be provided by an SSP resource with technical knowledge of the UN migration to further assist the City of Monroe during the post-deployment period.

The cornerstone of SSP's approach relies upon information sharing and collaboration between the respective teams to ensure smooth deployment. The following sections detail the work SSP will do to deliver this UN migration solution.

2 Approach

2.1 Phase 2: Design and Migration Planning

2.1.1 Project Startup

Project startup tasks focus on aligning the project team with the UN data migration requirements early to maximize opportunities for successful project implementation. These activities include creating the Azure DevOps instance as the project repository for activity information and defect tracking maintained in project work management.

- Establish SSP project team
- Establish a Development and Operations (DevOps) instance

2.1.2 Schema Design Validation and Mapping

The City of Monroe will review SSP's schema design of Monroe's data before the start of data migration planning.

2.1.2.1 Data Migration Planning

Migration Planning workshops will be prepared and conducted by SSP for the City of Monroe's Water, Electric, and Gas commodity assets with the City's participation. Workshop discussions will include reviewing the City of Monroe's existing data model, comparing it to the SSP target data model, and revising the Source Data Matrix (SDM) per commodity to document how data from the existing model will migrate into the UN data model. A Knowledge Transfer session will be prepared and conducted by SSP with the City of Monroe focused on ArcGIS and Productivity.

2.1.3 Document Business Requirements

SSP will document its expectations regarding solution requirements, design, and standards in a Business Requirements Document (BRD). The requirements validation process will confirm that the documented requirements align with the City of Monroe's needs and are specified correctly per commodity. A Business Requirements Review meeting for up to two business days, prepared and conducted by SSP with the City of Monroe, will facilitate the refinement of business requirements per commodity through discussion, and the BRD will be updated accordingly. The City of Monroe will review the finalized BRD and provide SSP with written approval within one business day.

SSP Deliverables

Business Requirements Document

2.1.4 Perform Integration Planning for City of Monroe's Water, Electric, and Gas Utilities

Several workshops will be prepared and conducted by SSP with the City's participation, focused on integration planning for the City of Monroe's Water, Electric, and Gas commodities. The workshops include:

- MUNIS (Customer Information System [CIS] Meter/Customer/Consumption Information)
- CityWorks (GIS-based Work Order Management)
- DataVoice OMS (Outage Management System)
- Eaton CYME
- CityView (Planning/Permitting System)
- Synergi
- GEMS (Water and Sewer)
- GIS-centric Data Collection Applications

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2.2 Phase 3: Implementation

SSP will use an established, repeatable process to ensure consistency and quality across the City of Monroe's Water, Electric, and Gas service commodities, following the sequence as noted. Project tasks for each commodity will be completed through full implementation before beginning project tasks for the next commodity in sequence. For example, all tasks for the Water migration and implementation will be completed before moving on to Electric. Further, SSP will provide post-Go-Live Stabilization/Hypercare support for each commodity UN upgrade and production data migration after implementation. To maintain continuity, commodity projects will phase as follows:

- **Water to Electric:** Once the Water implementation is complete, SSP will provide Water Stabilization/Hypercare support while simultaneously initiating Electric project tasks.
- **Electric to Gas:** Upon completion of the Electric implementation, SSP will transition to Electric Stabilization/Hypercare support while initiating Gas project tasks.
- **Gas Closeout:** SSP will conclude the phased commodity implementations and provide Stabilization/Hypercare support following the Gas implementation.

2.2.1 Utility Network Implementation (Water, Electric, and Gas)

2.2.1.1 Review City of Monroe Environments and Architecture

The City of Monroe will grant SSP the necessary privileges to allow SSP team members to access, administer, and implement the UN solution remotely. Once granted, SSP will review, prepare, and access the City of Monroe's Test and Production environments. SSP will review the technical requirements for the architecture (hardware/OS/network) with the City of Monroe and indicate the required hardware, software version and patches, proper licensing, and certificates. The City of Monroe will create a developer environment for project integration work per commodity. To meet critical project deadlines, the City of Monroe is asked to complete preparations for the Water developer environment within three business days and for the Electric and Gas developer environments within 16 hours over two business days.

Review Environments and Architecture

1. Up to a four-hour collaborative review of City of Monroe's Test environment per commodity
2. Up to a two-hour collaborative review of City of Monroe's Production environment per commodity

2.2.1.2 Prepare City of Monroe Test Environments

The City of Monroe will prepare its Test environment for each commodity (hardware/OS/network) per the specifications provided by SSP and with SSP's support. The City of Monroe will install and configure the required prerequisites in the server environment, including the operating system, patches, and other core software standard to the server environment. The City of Monroe is also expected to obtain the

required licenses and certificates for the servers and provide SSP team members with the privileges to access, administer, and implement the solution remotely for each commodity.

SSP will install, configure, and patch core Esri and Productivity software, including upgrades for ArcGIS Pro and ArcGIS Enterprise, in the City of Monroe’s Test environment. An essential step in data migration requires the City of Monroe to provide SSP with a copy of the City’s Production geodatabase(s) for its Water, Electric, and Gas commodities as reference during data migration activities.

Prepare Test Environment

1. The City of Monroe will install and configure the Test environment architecture (hardware/OS/network) per commodity with SSP support.
2. SSP will perform the installation and configuration of ArcGIS Enterprise and ArcGIS Pro per commodity.

2.2.1.3 Data Services – Water, Electric, and Gas

2.2.1.3.1 Data Project and Software Configuration

Following receipt of the City’s Production geodatabase per commodity, SSP will evaluate the existing City of Monroe data model for each commodity according to the data it stores. The commodity SDMs developed by SSP earlier in the project during migration planning are based on a review of the City’s existing data model relative to SSP’s target model. Here, each commodity SDM will be updated in response to revisions to the target asset package, forming the basis for migration. Each commodity SDM document will provide the complete source-to-destination mapping at every level of the database schema. The output will identify feature datasets, feature classes, attributes, record counts, attribute counts, domains, subtypes, and relationship classes.

SSP will leverage its data migration toolset to perform the Water, Electric, and Gas migrations. Each commodity migration will include one Pilot with QA checks performed before the full migration, and a second migration will include QA review for Production.

SSP Deliverables

Revised Source Data Matrix Documents for Water, Electric, and Gas

2.2.1.3.2 Pilot Migration and Quality Assurance

Core migration and QA tasks (detailed in Appendix A) will be performed at the start of the Pilot, including upfront ETL adjustments and ongoing adjustments throughout the project. SSP-provided attribute rules (detailed in Appendix B) will also be adjusted, if necessary, to account for differences between The City of Monroe’s existing data model and SSP’s target model. Subnetworks will be validated by SSP, and recommendations will be provided to the City of Monroe based on validation outcomes. An asset package will be applied to a staged UN for each commodity in the enterprise geodatabase. The migrated data will be reviewed by SSP for up to three business days, followed by a collaborative review with the City of Monroe for up to one business day, for Water, Electric, and Gas.

SSP Deliverables

Pilot Data Migration Results Reports for Water, Electric, and Gas

2.2.1.4 Conduct Site Acceptance Testing (Water, Electric, and Gas)

Before the start of SAT activities, SSP will configure the City of Monroe's Test environment with all services, content/data, and Portal items and make additional changes to the ArcGIS project files (APRX) per commodity.

SSP will use a standard Test Plan outlining the strategy SSP will employ to ensure the desired functionality. It will define how the solution's functionality will be tested and verified to provide the results as documented during the Project Kickoff. The Test Plan will also identify what SSP deems in/out of the testing scope, the types of testing to be performed, defect triage and mitigation steps, needed test environment, testing roles, schedules, and other applicable test topics.

SAT activities will be conducted in the City of Monroe's Test environment and include identifying, testing, and resolving defects during testing of system configuration and installation, and during the configuration and installation of Productivity during this project. SSP will log a corresponding defect in SSP's internal defect-tracking system for issues related to the SSP solution identified during SAT and resolve them accordingly. SSP will retest functionality associated with the resolved defects as part of regression testing to verify that the redeployed fixes are effective.

Site Acceptance Testing:

1. SSP's configuration of the Test environment per commodity
2. SSP makes additional APRX changes per commodity
3. SSP conducts Site Acceptance Testing activities per commodity

2.2.1.5 Develop Integrations in the City of Monroe Test Environment

2.2.1.5.1 Water Integrations

SSP will build and test City's Water division third-party GEMS REST Service integration for up to 16 hours or 45 days, whichever period expires first.

Additionally, SSP will support the Water division's third-party Cityworks integration work for up to 40 hours over 45 business days. SSP's Water integration support will be limited to standing up and modifying UIN web services as necessary for the Cityworks integration functionality. Neither building nor testing of the Cityworks integration is included in this project scope.

2.2.1.5.2 Electric Integrations

SSP will build and test each of the following Electric integrations:

- MUNIS used for CIS meter/customer/consumption information
- DataVoice OMS used for the utility's Outage Management System

- Eaton CYME

Additionally, SSP will support the Electric division's third-party Cityworks integration work for up to 40 hours over 60 business days. SSP's Electric integration support will be limited to standing up and modifying UIN web services as necessary for the Cityworks integration functionality. Neither building nor testing of the Cityworks integration is included in this project scope.

2.2.1.5.3 Gas Integrations

SSP will build and test each of the following Gas integrations:

- MUNIS used for CIS meter/customer/consumption information
- DNV-Synergi integration for up to 40 hours over 30 business days
- GIS-centric Data Collection applications

Additionally, SSP will support the Gas division's third-party Cityworks integration work for up to 40 hours over 30 business days. SSP's Gas integration support will be limited to standing up and modifying UIN web services as necessary for the Cityworks integration functionality. Neither building nor testing of the Cityworks integration is included in this project scope.

2.2.1.6 Conduct Water System Integration Testing (Water, Electric, and Gas)

SIT activities will begin after the third-party integrations are complete. The integrations will be tested for functionality during SSP's performance of SIT in the City of Monroe's Test environment. SSP will test and validate the connectivity of each commodity integration and log identified defects. SSP will then resolve the defects and retest the functionality associated with those defects as part of regression testing to verify the re-deployed fixes.

2.2.1.7 Conduct End User and Administrator Training – Outreach and Education (Water, Electric, and Gas)

Remote End User training will be conducted by SSP after completion of SIT activities for the City's Water, Electric, and Gas divisions. The training will focus on Esri tools and will use a standard digital Training Guide focused on editing, with City of Monroe-selected personnel. SSP will also lead a remote Administrator training with City of Monroe-selected participants on Esri tools for the City's Water, Electric, and Gas divisions. The Administrator training will include an instructor-led walkthrough of the Esri tools and ongoing management techniques. A standard Administrator Guide will be provided by SSP to detail the solution's architecture and administrative tasks for the City of Monroe's IT team.

End User and Administrator Training

1. End-User training will be provided for up to five participants per commodity.
2. Administrator training will be provided for up to five participants per commodity.

SSP Deliverables
Standard Digital End-User Training Guide
Standard Digital Administrator Guide

2.2.1.8 Conduct Water User Acceptance Testing (Water, Electric, and Gas)

User Acceptance Testing (UAT) begins after End User and Administrator training are complete. SSP will provide a standard set of UAT tests for the City of Monroe to conduct UAT testing activities in the City's Test environment. The City of Monroe will report identified defects to SSP utilizing a City of Monroe-selected testing team consisting of no more than five persons. SSP will support the City of Monroe during this testing phase for up to 10 hours over five business days per commodity. SSP will log issues identified as defects by the City of Monroe in SSP's internal defect-tracking system with an associated Severity level mutually agreed upon by SSP and the City of Monroe before the issues are resolved. "Validity", decided by SSP, will determine the accuracy of defect identification. "Severity" determines how drastic an issue is regarding system use.

Severity	
Level	Description
Critical	The application/process does not work as defined in approved documentation and is stopped with no workaround. The defect(s) may affect multiple users on frequently used functions.
High	Issue reported affects business continuity. If a reliable workaround exists, it is cumbersome and unsustainable for any length of time. Affected users are limited or functionality is not needed daily.
Medium	Issue reported is affecting the business but there is a reasonable workaround recommended by SSP which is sufficient. The workaround maintains reasonable levels of productivity and maintains data structure integrity. Resolution is not required for exit out of UAT or for production.
Low	Issue reported is a defect, but it does not have a significant impact on the process and is overall a minor problem. Resolution is not required to exit UAT testing or production.

SSP agrees to resolve Critical and High-severity issues during UAT. Medium-severity issues can be discussed between SSP and the City of Monroe to reach an agreed-upon approach to resolution and timeline.

SSP will conduct regression testing of the re-deployed/promoted fixes, if needed, to ensure the solution is operating as intended. Issue(s) identified as defects by the City of Monroe will be tested and reviewed by SSP to replicate the issue. If the issue(s) cannot be replicated, SSP reserves the right to consider the reported issue(s) resolved. If an issue identified by the City of Monroe can be replicated and is determined not to be environment-specific, SSP will resolve the issue to the extent possible and redeploy it to the City of Monroe to validate that the functionality is working as intended. The City of

Monroe will provide SSP with written approval of the solution, indicating readiness for SSP delivery and the City of Monroe Production deployment upon completion of UAT activities.

Resolution of defects outside of project-related configuration issues, such as core software defects, is outside the scope of this project. SSP exercises good faith in implementing its solutions by investigating issues that may arise from the installation/configuration of software from licensed, SSP-trusted vendors. If the City of Monroe determines that assistance from SSP is needed to troubleshoot these issues, SSP will participate in vendor-led technical support calls after a collaborative discussion between the City of Monroe and SSP regarding the logistics and potential impact of such a request.

2.2.1.9 Prepare City of Monroe Production Environment (Water, Electric, and Gas)

The City of Monroe will manage the installation and configuration of the server and operating system in its Production environment with support from SSP. SSP will install and configure core Esri software and configure all services, content, data, and Portal items created during the UN migration in the City of Monroe's Production environment. SSP will provide support to the City of Monroe during preparation of the City's Production environment.

Prepare Production Environment:

1. The City of Monroe will install and configure its Production environment per commodity with SSP support.
2. SSP will install and configure core Esri software per commodity.

2.2.1.10 Production Data Migration and Quality Assurance (Water, Electric, and Gas)

The City of Monroe's acceptance of the Pilot data migration will prompt preparations for a full Production migration. As a reminder, SSP will use an established, repeatable process to ensure consistency and quality across all commodity services. Data deployment tasks will be consistent across the City of Monroe's Water, Electric, and Gas commodities. The City of Monroe will perform a database "freeze" to disable editing during Production migration. A copy of the data will be provided to SSP. Full Production migration begins with SSP loading the new City of Monroe database backup to the migration source followed by the performance of core migration and QA tasks. An asset package will be staged and applied in the Test environment before SSP restores the UN database/backup in Production.

Production Migration

1. Data migration and QA per commodity
2. Internal review of migrated data per commodity
3. Enable topology, perform subnetwork validation, and provide recommendations for future data reparations by the City of Monroe per commodity
4. Review Production data with the City of Monroe per commodity
5. Stage and apply asset package per commodity

SSP Deliverables

Water Production Data Migration Results Report

2.2.1.11 Configure City of Monroe Production Environment

ArcGIS Pro Map and map editing tools will be pointed to the Production database and published, followed by SSP's configuration of the City of Monroe's Production environment.

Configure Production Environment

1. SSP to configure services, establish content using Production data, setup of Portal

2.2.1.12 Support City of Monroe with Go-Live/Cutover/Rollout of Water UN

SSP will provide the City of Monroe with remote support during the City's execution of the Go-Live event and the cutover/rollout of the Water UN.

Go-Live:

1. SSP will provide up to 16 hours over two business days of remote support for cutover and Go-Live activities.

2.2.1.13 Stabilization / Hypercare Support

SSP will provide a technical resource with knowledgeable of the technical deployment work per commodity to facilitate post-deployment support. After this period has expired, the City of Monroe will begin using the standard Esri and SSP support channels to request support, enter defects, and receive patches for ArcGIS software. The project will be deemed complete upon the expiration of SSP's remote post-deployment support.

Stabilization / Hypercare Support

1. SSP will provide Stabilization/Hypercare support for up to five business days or 20 hours, whichever expires first, per commodity.

3 Assumptions

If any of the following assumptions cease to apply or if performance under any assumption within this document is changed, rendered null, inapplicable, or impracticable after an agreement between SSP and the City of Monroe, the project schedule, resourcing, and costs may be revised, and a Change Order may be required.

General Assumptions

1. SSP and the City of Monroe acknowledge that they will act in good faith and work to ensure the success of the project and make reasonable and practical accommodations, when necessary, under consideration of current events (e.g., COVID).
2. City of Monroe will provide appropriate staff commitment levels to ensure the success of the project. This includes but is not limited to, participation in workshops, training courses, knowledge transfer, phone calls, video conferences, and other general discussions surrounding any aspect of the project.
3. SSP assumes City of Monroe staff will be available to perform its designated portions of project work within 40 hours Monday through Friday. SSP staff will be available to perform its designated portions of project work during a Monday through Friday work week within regular business hours, totaling a maximum of eight hours per day. The project schedule has not been adjusted to approximate abbreviated work weeks with alternate/flex schedules, weekends, evenings, and City of Monroe-specific holidays.
4. The City of Monroe will review and provide written or digital approval correspondence for all SSP-generated documentation, deliverables, or portions of the solution indicating approval up to and including readiness for production installation and implementation of the delivered solution.
5. SSP will lead recurring internal and customer meetings with the City of Monroe during the project to discuss project progress and to address and resolve issues that may arise after the Project Kickoff. SSP will schedule these standing meetings with the City during the Project Kickoff meeting.
6. The City of Monroe is solely responsible for managing all third-party vendors and internal teams not under contract with SSP, including ensuring the timely completion of their tasks, deliverables, and milestones. The City of Monroe retains ownership of all project schedule components outside SSP's scope and must identify, communicate, and coordinate any internal or external dependencies that may impact the Integrated Master Schedule (IMS). Any delays, inaccuracies, or omissions—originating from third-party vendors, internal City of Monroe activities, or schedule integration—may negatively affect the overall project timeline. SSP, therefore, reserves the right to assess any resulting impacts (schedule and costs) and adjust as necessary

7. No travel is budgeted for this project. All work is assumed to be conducted remotely. Travel can be added as needed at an additional cost at the City of Monroe's discretion. Travel activities are estimated at \$1,000 per trip for Flights, \$175 per night for Hotel, and \$87 Per Diem. Actuals will be billed per person.
8. City of Monroe must sign a 3-GIS Software License and Maintenance Agreement (SLMA) for SSP Productivity, provided under separate cover, to initiate SSP's project work on this solution.
9. Invoice dates are estimates. Final invoice dates will be determined based on the agreed-upon project schedule.
10. Any work (including omissions) not explicitly deemed in scope in this project is considered out of this project's scope.

Support Assumptions

1. SSP will support the City of Monroe during its performance of UAT activities for up to 10 hours or five business days, whichever period expires first.
2. SSP will provide the City of Monroe with Stabilization and Hypercare Support for up to 20 hours or five business days, whichever period expires first.

Data Assumptions

1. The City of Monroe will provide SSP with a description of the tools used and data changes made, in addition to editing processes.
2. This project does not include support for data-related issues.
3. SSP anticipates that the Pilot area comprises approximately 1% -3% of the total data of the City of Monroe. Inspection of the Pilot delivery will be the most thorough of all the deliveries for the project.

Environment Assumptions

1. SSP uses an internal Azure DevOps to store user stories, record test cases, and track software issues/defects found during testing. The City of Monroe will not have access to SSP's Azure DevOps instance behind its private firewall, but SSP will work with Monroe during its testing portion(s) of the project to input any issues found during testing. No other system will be used for these purposes. The City of Monroe will be wholly responsible for the content, management, support, and maintenance of any separate (test) defect-tracking devices it may employ.
2. The solution will be implemented in two of the City's environments – Test and Production.
3. SSP is implementing a base architecture that does not include High Availability or Disaster Recovery
4. SSP is not responsible for performance monitoring, tuning, load testing, or optimization.

Testing Assumptions

1. If the City of Monroe extends or adjusts the agreed-upon customer testing duration or schedule, further discussion will be needed to determine the potential financial and project schedule impacts.
2. The City of Monroe will own the execution of UAT, including the development of test cases to be used during its testing, summarization and reporting of defects to SSP, along with any regression testing of defects that SSP resolves and redeploys accordingly. If the City of Monroe extends or adjusts the agreed-upon customer testing duration or schedule, further discussion will be necessary to determine the project's financial implications. UAT activities will be performed in the City's Test environment.
3. SSP will create user stories and acceptance criteria for functionality associated with SSP-developed components that will be stored in SSP's Azure DevOps repository for solution testing. SSP will not be responsible for creating and executing test cases/scripts for any out-of-the-box (OOTB) core or configurable functionality of third-party software.
4. No test cases, test scripts, or user stories will be provided by SSP as a deliverable of this project. SSP will determine the appropriate number and detail of user stories and acceptance criteria required for its use during the project.

Technical Assumptions

1. Does not include custom tools, integrations, or functionality not already part of the solution.
2. The City of Monroe is responsible for backing up all City servers, applications, and databases involved with this project, and the City of Monroe is responsible for restoring any City server, application, or database if recovery is needed.
3. SSP is not responsible for any issues with third-party software that are beyond its ability to control. Therefore, correcting problems related to specific issues with third-party software (e.g. Esri, Microsoft) that arise at the City of Monroe that are the result of errors, defects, or improperly implemented third-party software or patches not implemented by SSP, among other issues or software, are explicitly excluded from the scope of services. If delays to the project occur because of these types of third-party software issues, a Change Order will be required to extend the project schedule and cost.
4. The City of Monroe will be migrating all existing City Portal content.
5. Changes to the following items are not permitted, if changes are required, they will need to be scoped:
 - a. Data model
 - b. UN configuration
 - c. Attribute Rules
 - d. ArcGIS Pro Map and its components (i.e. contents structure, symbology, labeling, scale constraints, etc.)

- e. Prescribed architecture
- 6. This project does not include any services related to failover, redundancy, or high availability.
- 7. The City of Monroe will provide SSP resources with timely remote and adequately privileged access to the City's Test and Production environments (on-premises, cloud, or hybrid), including credentials for networks, servers, desktops, databases, and applications required for the performance of all development work and to support the overall solution. Monroe will also resolve any agreed-upon environment access issues, permissions/privileges, and/or operating system issues within one business day from the date of request. Delays may affect the project schedule and extend the project duration, leading to financial impact.
- 8. The City of Monroe will be responsible for migrating any existing Portal content to the new ArcGIS Enterprise environment.
- 9. After the standard map is updated for the new environment, the City of Monroe will own and manage the map, as well as create any additional maps moving forward.
- 10. SSP will provide scoped training for Esri UN-related products only.
- 11. The City of Monroe will obtain and provide all required hardware (including physical and virtual machines), third-party installation media files, patches and service packs, and licensing for any component to support the needs of the solution across all City of Monroe environments (on-premises, cloud, and hybrid). SSP will not be responsible for delays in hardware acquisition and potential project schedule or financial impacts.

Esri ArcGIS Enterprise Implementation (Technical)

- 1. SSP will not be responsible for configuring the following aspects of the Esri Enterprise system or any default settings (unless specifically agreed upon to do so): groups, users, roles, content related to the look and feel (such as colors, logos, banners, summary text, contact information, themes, gallery, styles, Portal sites, navigation bars, banners, or help sources), Bing key, thumbnails, metadata, utility services, ArcGIS Online, collaboration, new member defaults, add-on licenses, access notices, organization extensions, or certain security properties related to CORS, trusted servers, multi-factor authentication (MFA), and password policies. The custom configuration of the ArcGIS Enterprise suite of products is the responsibility of City of Monroe.
- 2. SSP is not responsible for the re-configuration of third-party applications impacted by the implementation or upgrade of ArcGIS Enterprise as part of this project. Downstream effects on these applications are the responsibility of City of Monroe.
- 3. SSP will not be responsible for migrating Portal for ArcGIS content from one environment to another, using automated or manual means. Content migration or recreation between environments is the City of Monroe's responsibility.
- 4. SSP assumes that all Esri software required for this project falls within the City of Monroe's Enterprise Agreement (EA) with Esri and that the City of Monroe is properly licensed for all Esri products.

Tax Considerations

1. Fees payable under this SOW are exclusive of taxes. The City of Monroe shall pay SSP for all transactional taxes including but not limited to value-added, withholding, sales, or use taxes, customs or import duties, or other transactional assessments or levies imposed by any authority, government, or government agency ("transactional taxes") in connection with this SOW, as applicable, but excluding any taxes imposed on the net income of SSP. If SSP or its subcontractors are required to pay any transactional taxes in connection with this SOW, the fees under this SOW shall be correspondingly increased. If, after the effective date of this SOW, changes or developments result in an increase in any transactional taxes, and/or any new transactional taxes are levied upon the transactions contemplated by this SOW, or if the methods of administering or the rates of any such transactional taxes are changed, and such new taxes or modified transactional taxes result in an increased potential transactional tax liability for SSP or its subcontractors, under this SOW, the fees under this SOW shall be correspondingly increased.
2. If the City of Monroe is a tax-exempt organization, City shall submit its Sales Tax Exemption certificate herein as Appendix C. No taxes shall be due or collected from Monroe for as long as the City of Monroe's Sales Tax Exemption certificate is valid and unexpired. If the City of Monroe holds a Sales Tax Exemption certificate in the state of its billing address (if the goods or services are being used in that state) or elsewhere, then the City of Monroe shall submit the Sales Tax Exemption certificate for the relevant state herein as Exhibit A.
3. If the City of Monroe fails to pay any transactional taxes under this SOW, City shall also pay all reasonable expenses incurred by SSP, in collecting these sums, including reasonable attorney's fees, interest, and penalties. The City of Monroe shall provide SSP with a summary of all taxes withheld during the year no later than 30 business days after December 31, annually addressed to:

SSP Innovations
Attention: Accounts Receivable
58 Inverness Drive East, Suite 105
Englewood, CO 80112

4 Project Schedule

The project schedule used to scope and budget the services is included below for additional detail on tasks and durations. The following depiction is intended only to provide an estimate of the project duration and is strictly non-binding.

Following the project kickoff meeting, the SSP Project Manager will update the project schedule and insert all known delays to provide a realistic timeline for project milestones based on the actual project start date.

Task Name	Duration	2027				2028	
		Q3	Q4	Q1	Q2	Q3	Q4
City of Monroe (Monroe) ArcGIS Enterprise and Utility Network Upgrade and Migration	302 days						
SSP Accelerate	302 days						
City of Monroe Phase 2: Design & Migration Planning	26 days						
City of Monroe Phase 3: Implementation	291.5 days						
Water UN Implementation	120 days						
Electric UN Implementation	135.75 days						
Gas UN Implementation	105.75 days						
Stabilization / HyperCare Support	5 days						
Milestone 29 - Stabilization/HyperCare Support	0 days						

5 Quote

The quote detailed below reflects the services portion of a bundled services and software offering. Please note this price includes only the scope of work detailed within this document and does not include software license fees. Please refer to the *3-GIS Licensed Software and Professional Services Master Agreement (LSPSMA)* under Customer Number C-2026-06-03488 - provided separately and incorporated herein by reference - for details regarding the required software license fees. The LSPSMA must be executed by the City of Monroe to initiate all of SSP's project services.

Any changes to the scope before or during the project will result in a Change Order. SSP will submit an invoice to the City of Monroe upon each project milestone as defined in the table below. The Project Mobilization milestone will be invoiced upon execution of this SOW.

This quote is good for 90 calendar days from the date listed on this SOW.

Client:	City of Monroe (Monroe)
Project:	ArcGIS Enterprise and Utility Network Upgrade and Migration
Date:	6/22/2026

Invoice #	Milestone #	Project Milestones	Milestone Amount	Invoice Date
1.0	1.0	Milestone 1 - Mobilization Milestone	\$ 69,227.80	Oct-26
2.0	2.0	Milestone 2 - Project Management Plan, Schema Design Validation and Mapping, ArcGIS and Product	\$ 28,630.31	Oct-26
3.0	3.0	Milestone 3 - Business Requirement Document	\$ 23,977.88	Oct-26
4.0	4.0	Milestone 4 - Integration Planning	\$ 20,322.41	Nov-26
5.0	5.0	Milestone 5 - Water: Review Environments and Architecture, Prepare Test Environment	\$ 10,736.37	Oct-26
6.0	6.0	Milestone 6 - Data: Water Pilot Migration	\$ 38,157.00	Dec-26
7.0	7.0	Milestone 7 - Water Site Acceptance Testing	\$ 20,654.72	Dec-26
8.0	8.0	Milestone 8 - Water Integration Development	\$ 16,820.31	Feb-27
9.0	9.0	Milestone 9 - Water System Integration Testing	\$ 13,548.27	Feb-27
10.0	10.0	Milestone 10 - Water Training and User Acceptance Testing	\$ 23,632.78	Mar-27
11.0	11.0	Milestone 11 - Prepare Water Production Environment	\$ 9,394.32	Mar-27
12.0	12.0	Milestone 12 - Data: Water Production Migration, Configuration of Production, Go-Live	\$ 31,355.00	Apr-27
13.0	13.0	Milestone 13 - Electric: Review Environments and Architecture, Prepare Test Environment	\$ 15,542.17	Jan-27
14.0	14.0	Milestone 14 - Data: Electric Pilot Migration	\$ 38,100.00	Feb-27
15.0	15.0	Milestone 15 - Electric Site Acceptance Testing	\$ 20,654.72	Feb-27
16.0	16.0	Milestone 16 - Electric Integration Development	\$ 38,446.41	May-27
17.0	17.0	Milestone 17 - Electric System Integration Testing	\$ 13,548.27	May-27
18.0	18.0	Milestone 18 - Electric Training and User Acceptance Testing	\$ 22,482.46	Jun-27
19.0	19.0	Milestone 19 - Prepare Electric Production Environment	\$ 9,394.32	Jun-27
20.0	20.0	Milestone 20 - Data: Electric Production Migration, Configuration of Production, Go-Live	\$ 31,355.00	Jul-27
21.0	21.0	Milestone 21 - Gas: Review Environments and Architecture, Prepare Test Environment	\$ 15,542.17	Jul-27
22.0	22.0	Milestone 22 - Data: Gas Pilot Migration	\$ 38,100.00	Aug-27
23.0	23.0	Milestone 23 - Gas Site Acceptance Testing	\$ 20,654.72	Aug-27
24.0	24.0	Milestone 24 - Gas Integration Development	\$ 38,446.41	Oct-27
25.0	25.0	Milestone 25 - Gas System Integration Testing	\$ 13,548.27	Oct-27
26.0	26.0	Milestone 26 - Gas Training and User Acceptance Testing	\$ 22,482.46	Nov-27
27.0	27.0	Milestone 27 - Prepare Gas Production Environment	\$ 9,394.32	Nov-27
28.0	28.0	Milestone 28 - Data: Gas Production Migration, Configuration of Production, Go-Live	\$ 31,355.00	Dec-27
29.0	29.0	Milestone 29 - Stabilization/HyperCare Support	\$ 6,774.14	Dec-27
Total			\$ 692,278.00	

6 Appendix A: SSP Migration Quality Assurance Methodology

As a benefit to the City of Monroe, SSP will provide a quality assurance effort to further ensure that the data deliveries are at an acceptable quality level to support the City of Monroe's business requirements.

SSP will have an independent team perform thorough quality assurance and verification of the migrated data for each delivery. Specific objectives of SSP's data quality review are:

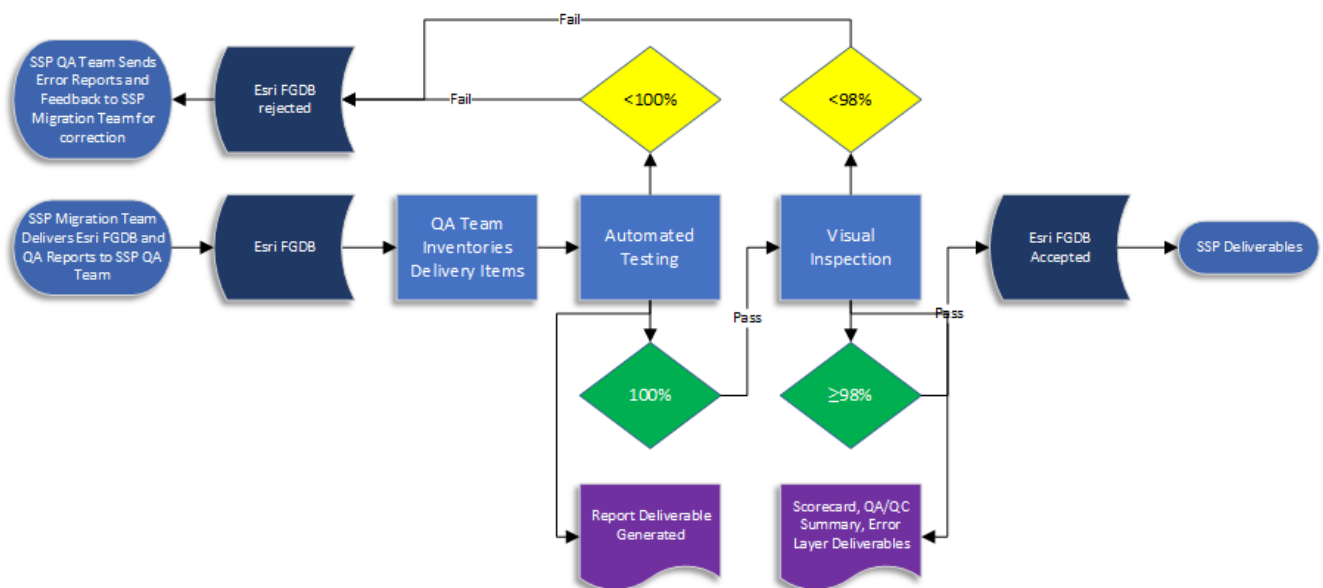
- Inspect migration deliveries utilizing a set of automated and visual checks to provide assurance that the migration deliveries are meeting or exceeding contractual data quality requirements prior to final delivery to Monroe.
- Determine a quality score for the delivery to allow for quality tracking and trend analysis.
- Document and provide specific, timely, and meaningful feedback to the SSP migration team regarding the quality of the deliveries.

Regarding the QA inspection itself, SSP takes a three-phased approach to this effort:

- Automated testing routines
- General and manual visual and table scans
- Detailed visual inspection of topology errors and subnetwork build accuracy.

6.1 Workflow

The workflow diagram below charts the process the Data Migration deliveries will follow as they work their way through SSP's QA/QC process.



6.2 Automated Tests

To verify as much of the data completeness and characteristics as possible, SSP will run a series of automated tests and processes against each delivery to check the data for specification adherence.

Automated proprietary validation tools will be used to review 100% of the migrated data against the criteria outlined in the SDM, supporting specifications, and agreed-upon acceptance criteria. Automated testing will be run for all pilot and production deliveries.

The following processes and testing routines will be performed by SSP against the delivery to verify specification conformance:

- **Key Check:** Verifies that no features were added or deleted. Verifies that features were migrated to the correct Asset Group and Asset Type in the UN.
- **Attribute Check:** Verifies that feature attributes have been correctly set per the SDM and, when applicable, have been mapped to new values.
- **Spatial Check:** Validates that the migrated geometries are within the specified relative distance of the features in the source location.

Some tests can return "false positives" depending upon existing data conditions. All identified errors are reviewed to determine if an actual error condition exists. NOTE: The Pilot delivery will be particularly scrutinized to ensure that SSP's migration and QA tools were configured properly and are performing as expected. Adjustments will be made as needed based on the QA and migration results.

During the automated testing process, SSP will notify the migration team immediately if any errors returned are deemed significant enough to stop the QA process. Examples of such errors could include features that were added and should not have been, features that were not migrated, or attributes that were not migrated correctly per the SDM. Once notified, SSP will coordinate the migration team to determine if an immediate redelivery is required or if it is prudent to move forward with the Visual Inspection. If a redelivery is required, SSP will coordinate with the migration on a redelivery schedule.

6.3 General and Manual Visual and Table Scans

While the automated tests are running, SSP will perform a general visual review of the delivered data. Panning around the delivered data and a high-level review of the attribute tables, will not only allow SSP's QA Team to gain a general understanding of the quality of delivered data, but also identify any noticeable problems that were caused by the migration process. Examples of possible errors include global feature rotation issues, overstriking of features, domain errors affecting annotation, feature shifting/stretching, or obvious missing data. Difficult areas in the data and problematic feature types are particularly scrutinized for issues during this manual scan.

The intent of this step is to specifically find errors if they exist, so that, if necessary, meaningful feedback on the delivery can be provided to the migration team as quickly as possible.

6.4 Random Sample Visual Inspection

Deliveries that pass the automated test will be visually inspected to determine a Total Reported Discrepancy (TRD) rate. This rate will be used in determining acceptance or rejection of the delivery. Errors identified during this inspection step will be reported to the migration team as quality feedback.

SSP will perform random sampling visual inspection of the data for each delivery. Sample sizes are detailed below.

Statistical random sampling will be used to determine the features/areas in the deliveries that are inspected. Visual inspection of the data using statistical random sampling is a disciplined approach to verification and scoring of a delivery via inspection of a specified percentage of the data, by feature type, to ensure that results are representative.

Discrepancy flags will be placed next to each error along with an error description. The error flags will be maintained in a separate FGDB and reported on during the delivery review.

The delivered data will also be reviewed for proper general placement and specification adherence based on cartographic standards. Features not in compliance with any of these rules will be flagged and logged as errors. One flag may be placed at a location where multiple errors exist; however, each feature error will be tabulated separately for error rate calculation purposes.

In addition, the delivered data will be reviewed for adherence to specific feature placement and data integrity requirements. These rules apply to all facility features. Any feature which does not comply with the specifications will be flagged and logged as an error. As previously stated, one flag may be placed at a location where multiple errors exist; however, each feature error will be tabulated separately for error rate calculation purposes and feedback.

6.5 Sampling Size

SSP will run automated tests against 100% of the data for each delivery. SSP will use the following sample sizes for the final QA/verification of deliveries:

Phase	Data Migrated	Visual QA of Migrated Data
Pilot Migration	100% of data	25%
Production Migration	100% of data	25%

Based on our depth of experience, SSP feels that the above percentages will provide a solid and representative sample sizes as we work through the migration process.

Random sample areas will be generated by programmatically placing polygons randomly throughout the delivery area. Polygon size is typically 300 square feet but will vary depending on feature density.

All features either contained within or intersected by the polygons will be included in the visual inspection sample.

When a polygon is generated by the random sample tool, a corresponding table is created and populated with all the features within the polygon. The random sample tool will stop generating polygons once the specified data/mileage is reached.

The summed feature count from all tables equals the Total Inspected Monroe Feature Attributes value, which will be used in determining the Discrepancy Rate for the delivery. Any errors identified during this inspection step will be reported back to migration team as quality feedback.

While not a formal deliverable, the polygons will be provided to Monroe for use during their data review period, so they can focus on areas outside the sample polygons if they wish. An independent set of randomly generated polygons can also be provided to Monroe as requested to facilitate internal data inspection and final acceptance.

6.6 Scoring Methodology

Discrepancies, errors, and issues that result from the migration process (for which SSP is responsible) will be summed for a Total Reported Discrepancy (TRD) count. Legitimate mapping/data issues which have been flagged will not be considered when determining the discrepancy count for the delivery.

A total TRD count will be determined collectively for the deliverables. This score will be used in determining acceptance or rejection of each delivery prior to final delivery to Monroe.

Acceptance for each delivery will be based upon the following formula:

- $TRD \div (Key\ Check\ Objects + Attribute\ Check\ Objects) = Discrepancy\ Rate$
 - Key Check Objects: defined as total inspected database objects that have a graphical representation
 - Attribute Check Objects: defined as total inspected attributes inspected

For a delivery to pass visual inspection, the Discrepancy Rate shall not exceed 2%.

6.6.1 Sample Score Sheet

						=Entry	
						=Entry	
Delivery Date							
				Graphic			
	Graphic	Delivery		Number			Overall
Unit	Point	Number	Percent	of Units	Total	%	Accept or
Description	Value	of Units	Check	Checked	Errors	Accuracy	Reject?
ELECTRIC Features							
AerialMarker	1		10%	0	0		
AnchorGuy	1	10571	10%	1057.1	0	100.00%	Accept
Bus	1	3136	10%	313.6	0	100.00%	Accept
BusBarPrimary	1	4919	10%	491.9	0	100.00%	Accept
CommunicationCable	1	0	10%	0	0		
ConduitSystem	1	43	10%	4.3	0	100.00%	Accept
DeliveryPoint	1	0	10%	0	0		
DiscrepancyFlag	1	7	10%	0.7	0	100.00%	Accept
DynamicProtectiveDevice	1	60	10%	6	0	100.00%	Accept
Fuse	1	2665	10%	266.5	0	100.00%	Accept
Generator	1	0	10%	0	0		
Lighting	1	1	10%	0.1	0	100.00%	Accept
MiscNetworkFeature	1	711	10%	71.1	0	100.00%	Accept
MiscNonNetworkFeature	1	253	10%	25.3	0	100.00%	Accept
OpenPoint	1	140	10%	14	0	100.00%	Accept
OpenPointSecondary	1	825	10%	82.5	0	100.00%	Accept
PAR_Point_Flag	1	7	10%	0.7	0	100.00%	Accept
PAR_Polygon_Flag	1	5	10%	0.5	0	100.00%	Accept
PFCorrectingEquipment	1	122	10%	12.2	0	100.00%	Accept
PrimaryMeter	1	25	10%	2.5	0	100.00%	Accept
PriOHElectricLineSegment	1	7228	10%	722.8	0	100.00%	Accept
PriUGElectricLineSegment	1	3715	10%	371.5	0	100.00%	Accept
Pushbrace	1	12	10%	1.2	0	100.00%	Accept
SecOHElecLineSeg	1	5875	10%	587.5	0	100.00%	Accept
SecondaryFuse	1	17	10%	1.7	0	100.00%	Accept
SecUGElecLineSeg	1	1182	10%	118.2	0	100.00%	Accept
ServicePoint	1	3	10%	0.3	0	100.00%	Accept
SpanGuy	1	0	10%	0	0		
Substation	1	0	10%	0	0		
SupportStructure	1	31575	10%	3157.5	0	100.00%	Accept
SurfaceStructure	1	971	10%	97.1	0	100.00%	Accept
Switch	1	353	10%	35.3	0	100.00%	Accept
SwitchingFacility	1	226	10%	22.6	0	100.00%	Accept
TCMS	1	1814	10%	181.4	0	100.00%	Accept
Transformer	1	9363	10%	936.3	0	100.00%	Accept
UndergroundStructure	1	38	10%	3.8	0	100.00%	Accept
VoltageRegulator	1	37	10%	3.7	0	100.00%	Accept
WarningSign	1	0	10%	0	0		

6.7 SSP Acceptance/Rejection Criteria

Determining the acceptance criteria for a delivery is a critical aspect of ensuring that the data meets the required standards of the UN. The following criteria will be used as the basis to determine if a particular delivery should be accepted or rejected.

- SSP and Monroe will mutually agree on the percentage of subnetworks that will be built out successfully based on the results of the pilot migration.

- SSP and Monroe will mutually agree on the percentage of features that are connected in the source and updated by a subnetwork in the target. The mutually agreed-on percentage will be based on the results of the Monroe Pilot migration. This feature connection percentage is independent of the percentage of subnetwork buildout described in the prior note.
- Based on the results of the Pilot, SSP and Monroe will come to a mutual agreement on the accuracy percentage (above) of data migrated and a separate percentage of subnetworks.
- The proposed Acceptance Criteria for the initial, Pilot (performed by the City of Monroe) is as follows:
 - The Pilot QAQC will allow SSP to further access where the level of acceptance shall be set in Production.
 - SSP anticipates acceptance for the Pilot shall be $\geq 98\%$ for key checks and $\geq 98\%$ for attribute checks.
 - Topology and subnetwork build accuracy scores cannot be determined until after the Pilot.

If the Pilot does not meet either or both requirements, Monroe will choose one of the following courses of action:

1. Accept the delivery based on types of errors, their degree of severity, and Monroe's confidence that the errors will be corrected in the next delivery without requiring a Pilot redelivery.
2. Accept the delivery with the errors and an agreed upon solution to correct the errors in migrated data.
3. Reject and request a redelivery of the data.

Regardless of the acceptance status, SSP will provide as much feedback as possible from the results of the automated tests and visual inspection.

7 Appendix B: UN Migration Application Specification

This section outlines several components provided with this UN migration solution.

- Asset Package
 - Data model
 - UN configuration and business rules
 - Five defined multi-purpose Attribute Rules – rules that apply to many edit actions
- One defined ArcGIS Pro Project with one Editing Map
 - Includes symbology, editing templates, and labeling
- Documentation
 - Prescribed Architecture Requirements
 - Administrator training materials (provided digitally)
 - End User training materials (provided digitally)
- 3-GIS Software
 - ArcGIS Pro plugin
 - Configured Traces
 - Water
 - Isolating Features
 - Water Pressure System
 - Electric
 - Downstream
 - Upstream
 - Downstream Protective Devices
 - Upstream Protective Devices
 - Circuit
 - Gas
 - Isolating Features
 - Gas Isolation
 - Gas Pressure System
 - Gas System
 - Configure Searches
 - Up to five configured searches
 - Workflow Management
 - One configured workflow enabling editors to send work to the posting queue
 - 3-GIS Software Automation Services
 - Reconcile & Post Queue
 - Subnetwork Change Detection
 - Export Subnetwork

Below is the minimum architecture required for each of the two environments (Test, Production). Additional components may be needed based on Monroe's number of meters and end-users.

- ArcGIS Enterprise
 - Two-server architecture
 - Server 1 - Web server
 - Server 2 – ArcGIS Enterprise (Server, Portal, Datastore)



STAFF REPORT

TO: Public Enterprise Committee

VIA: Mark Watson, City Manager

DATE: August 4, 2026

FROM: Robert Miller, General Manager of Energy Services and Water Resources

PREPARED BY: Richard Price, Business Systems and Process Manager

SUBJECT: ArcGIS Enterprise and Utility Network Upgrade and Migration Implementation

SUMMARY STATEMENT

Utilities staff requests Public Enterprise Committee to consider approving the contract with SSP Innovations, LLC for the ArcGIS Enterprise and Utility Network Upgrade and Implementation project. Additionally, consideration for approval of a budget ordinance to appropriate funding to fund Water Resources share of the project is requested.

REVIEW

The current Geographical Information System (GIS) network has reached its end of life as of 03/01/2026 with extended support until March 2028. The City of Monroe Information Technology, Energy Services, and Water Resources departments are required to upgrade our GIS from ESRI Geometric Network model to ESRI Utility Network Model. On 04/07/2025 the City of Monroe Energy Services conducted a Request for Qualifications (RFQ) for the project and selected SSP Innovations, LLC. SSP was engaged for an assessment and as a result they have recommended a scope, plan, and migration path to achieve the implementation before our current GIS software reaches end-of-life.

The scope of work for this contract will continue where the Phase 1 (Assessment) ended and will go into the next stages of the GIS Utility Network project, Phase 2 (Design and Migration Planning) and Phase 3 (Implementation). Sufficient funds are budgeted in the EL2401 - ESRI Utility Network, NG2501 - ESRI Utility Network. Additional funding of \$150,000 is needed in WR2507 - Business Systems & Software Modernization to properly fund Water Resources portion of the project.

RECOMMENDATION

Utilities staff requests that the Public Enterprise Committee recommend City Council approval of the following:

- A contract with SSP Innovations, LLC, in the amount of \$692,278.00 for the ArcGIS Enterprise and Utility Network Upgrade project; and
- A budget ordinance in the amount of \$150,000.00 to fund Water Resources' share of the project.
- Authorize the City Manager to execute any and all necessary documents.

Utilities staff also requests that this item be placed on the City Council consent agenda.

Attachments:

SOW_CityofMonroe_ArcGIS Enterprise-UN Upgrade-Migration_Compressed_0.3.0
BO-2026 Utility Network

**CITY OF MONROE, NORTH CAROLINA
CAPITAL PROJECT BUDGET ORDINANCE
BUSINESS SYSTEMS & SOFTWARE MODERNIZATION
BO-2026-14**

WHEREAS, funding is requested for the upgrade of ESRI GIS Geometric Network Model to ESRI Utility Network Model and;

WHEREAS, the current GIS network model has reached the end of life as of March, 1st 2026 with extended support until March, 2028 and;

WHEREAS, unrestricted Water/Sewer Fund Balance has sufficient funding available to fund this new capital project.

NOW, THEREFORE, BE IT ORDAINED that the City Council of the City of Monroe transfers funding to project WR2507-Business Systems & Software Modernization from unrestricted Water/Sewer Fund Balance for the balance of additional funding needed to fund the ESRI Utility Network upgrade.

Water/Sewer Fund:

Revenue:

Appropriation of Fund Balance	\$150,000
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Expense:

Transfer to WR Capital Project Fund WR2507	\$150,000
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Water/Sewer Capital Project Fund:

Revenue:

Transfer from Water/Sewer Fund	\$150,000
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Expense:

WR2507 Business Systems & Software Modernization	\$150,000
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Adopted this 11th day of August, 2026.

Attest:

Robert A. Burns, Mayor

Bridgette H. Robinson, City Clerk



STAFF REPORT

TO: Public Enterprise Committee

VIA: William M. Watson, City Manager

DATE: August 4, 2026

FROM: Robert Miller, General Manager of Energy Services and Water Resources

PREPARED BY: Amy Cook, Water Resources Manager of Operations

SUBJECT: Award of Contract for Rehabilitation of John Glenn Water Treatment Plant Sedimentation Basin No. 3

SUMMARY STATEMENT

The Public Enterprise Committee is requested to consider authorizing the use of the previously approved sole-source OBIC Armor lining system and award a contract to CTR Coatings for rehabilitation of Sedimentation Basin No. 3 at the John Glenn Water Treatment Plant.

REVIEW

Sedimentation Basin No. 3 is a critical treatment unit at the John Glenn Water Treatment Plant. The basin requires installation of a durable protective lining system to protect the concrete structure, extend its service life, and reduce future maintenance needs.

In May 2025, the Public Enterprise Committee and City Council approved the use of the OBIC Armor multi-layer corrosion protection system as a sole-source product for rehabilitation of the Wastewater Treatment Plant Chlorine Contact Tank. That approval was based upon an engineering evaluation demonstrating that the system possesses unique performance characteristics, no equivalent alternative product is available, and CTR Coatings is the exclusive certified installer for North Carolina. Since that approval, the City has successfully installed the OBIC Armor system at the Wastewater Treatment Plant, where it has performed as intended under demanding operating conditions.

Based on the City's successful experience with the product, staff recommends utilizing the same sole-source lining system and contractor for rehabilitation of Sedimentation Basin No. 3. The basis for the previous sole-source determination remains unchanged, and use of the OBIC Armor system will provide the City with a durable, long-term protective lining installed by a contractor with demonstrated experience using the proprietary system.

Because NC G.S. § 143-129(e) allows a governing board to exempt a purchase from competitive bidding when standardization or compatibility is the overriding consideration, when performance or price competition is unavailable, or when the needed product is available from only one source, staff believes the sole source exception is appropriate.

Using CTR Coatings for the Sedimentation Basin No. 3 project will provide consistency in surface preparation, concrete repair methods, coating application, maintenance practices, and warranty coordination. CTR's familiarity with City treatment facilities and operational constraints also reduces project risk and supports successful completion of the rehabilitation work.

CTR Coatings has submitted a proposal in the amount of \$282,482.00. Rehabilitation of the basin at this time will protect a critical drinking water asset, extend the service life of the structure, and reduce future maintenance costs. Sufficient funds are available in Project Budget WR2501, Water Treatment Plant Improvements.

RECOMMENDATION

It is the recommendation of Staff that the Public Enterprise Committee take the following action:

Staff recommends that the Public Enterprise Committee forward to City Council for consideration on the August 11, 2026 Consent Agenda approval to:

1. Utilize the previously approved sole-source OBIC Armor lining system for rehabilitation of Sedimentation Basin No. 3 at the John Glenn Water Treatment Plant;
2. Award a contract to CTR Coatings in the amount of \$282,482.00; and
3. Authorize the City Manager to execute all contract documents.

Attachment(s):
CTR Coatings Proposal

CTR Utility Rehab, LLC

Proposal Date: 1/20/2026 **Proposal Number:** 26-3006
Project name: John Glenn Basin 3 Standard Cost
Job site address: 2119 Old Camden Rd Monroe NC **County** Union
Job Owner: City of Monroe
GC: CTR Coatings
Address 300 Wcrowell St Monroe NC 28112
Contact name Amy Cook
Email acook@monroenc.org **Phone** 704-282-4604
CTR Sales Manager Neal Bryant
Email neal@ctrcoatings.com **Phone** 803-630-2603


The following are submitted as specifications and estimates:

Item	Description	Qty	Unit	Unit Price	Total
1	To Hydroblast 2 long wall o remove Old liner cut profile and line	4800	SQ Ft	42.00	201,600.00
2	To Hydroblast 6 center columns to remove old liner cut profile and line	576	Sq Ft	42.00	24,192.00
3	to hydroblast bottom of 5 walkways to remove old liner cut Profile and line	720	SQ Ft	42.00	30,240.00
4	to hydroblast bottom edge of both sides to remove old liner cut profile line	600	SQ ft	42.00	25,200.00
5	Mob	1	EA	1,250.00	1,250.00
					0.00
	Job should take 2 weeks total				0.00
	City will remove as much of the loose liner as possible				0.00
	CTR will install OBI 1100PW in Grey Color				0.00
	Please allow 3 weeks for product to arrive after approval				0.00
					0.00
					0.00
					0.00
	If payment and performance bonds are required, add 3% to total.				0.00
See page 2 for Assumptions and Excess grouting information.					
<i>If, after the date of this Quote/Purchase Order, any new or increased tariffs, duties, or other government-imposed costs on materials used in the work becomes effective, the Contract Price shall be adjusted to reflect the actual increased cost to the Contractor. The Contractor shall promptly notify the [Owner/Buyer] of any such cost impact. Failure to agree on a price adjustment shall not relieve the Buyer's obligation to pay the increased cost, and the Contractor shall be entitled to an extension of time if such tariffs result in material shortages or delays and/or Contractor may permanently suspend performance because of a delay or the inability of the parties to agree upon an adjusted price.</i>					
Total:	CTR Coatings to furnish material and labor - complete in accordance with above specifications for the sum of:				282,482.00

Proposal Date: 1/20/2026

Proposal Number: 26-3006

Project name: John Glenn Basin 3 Standard Cost

Assumptions

1. Products shall be installed per manufacturer's recommended procedures.
2. Quoted price assumes structures to be lined are accessible - spray truck can safely **drive** to within 250 feet of structures without causing damage to vehicles and equipment. If needed, access roads shall be provided by others.
3. Standard traffic control using signs and cones is included in quoted price. Additional MOT shall be provided by others and is not included in price (e.g., flaggers, lighted signs, traffic lights, etc.).
4. Unless otherwise stated in quote, the following items are not included in the quoted price:
 - a. Sales tax
 - b. By-pass pumping.
 - c. Permits.
 - d. Payment and performance bonds. Add 3% to total price.
 - e. Seeding, sodding or mulching.
 - f. Debris removal or removal of existing sludge in structures.
 - g. Removal of old liner.
 - h. Any othe work not specified on proposal.

Grouting

1. Price for lining includes up to 4 tubes of grout per each structure.
2. **Grouting CIPP manhole connections to pipes:** Price for lining manholes does not include leak stopping at CIPP to manhole termination or filling annular space between the CIPP and host pipe. This work is to be done by CIPP installer or others. CTR will not perform this work without a written change order.
3. Pricing for excessive grouting or curtain grouting unless stated otherwise.
 - a. Extra tubes (>4 per structure): \$35.00 per tube.
 - b. MaxSeal grout (pumpable): \$350 per gallon.
 - c. Hydraulic cement: \$75.00 per bucket.
 - d. Labor: \$75.00 per man hour.

All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from above specification involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Workers Compensation insurance.

Acceptance of Proposal:

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made out to the name and address listed above.

Owner or GC Signature: _____

Date of acceptance: _____

Quote is valid for 60 days. If not accepted within 60 days, we reserve the right to withdraw this proposal.



STAFF REPORT

TO: Public Enterprise Committee

VIA: William M. Watson, City Manager

DATE: August 4, 2026

FROM: Robert Miller, General Manager of Energy Services and Water Resources

PREPARED BY: Amy Cook, Water Resources Manager of Operations

SUBJECT: Award of Contract for Rehabilitation of John Glenn Water Treatment Plant Reaction Basin Rehabilitation

SUMMARY STATEMENT

The Public Enterprise Committee is requested to consider authorizing the use of the previously approved sole-source OBIC Armor lining system and award a contract to CTR Coatings for rehabilitation of the John Glenn Water Treatment Plant Reaction Basin.

REVIEW

The Reaction Basin is a critical component of the John Glenn Water Treatment Plant where treatment chemicals are introduced and mixed with raw water to initiate the coagulation process. After decades of continuous service, the concrete surfaces have deteriorated and developed areas of spalling due to prolonged exposure to the water treatment environment. Rehabilitation is necessary to protect the concrete from further deterioration, extend the useful life of the structure, and support reliable treatment operations.

In May 2025, the Public Enterprise Committee and City Council approved the use of the OBIC Armor multi-layer corrosion protection system as a sole-source product for rehabilitation of the Wastewater Treatment Plant Chlorine Contact Tank. That approval was based upon an engineering evaluation demonstrating that the system possesses unique performance characteristics, no equivalent alternative product is available, and CTR Coatings is the exclusive certified installer for North Carolina. Since that approval, the City has successfully installed the

OBIC Armor system at the Wastewater Treatment Plant, where it has performed as intended under demanding operating conditions.

Based on the City's successful experience with the product, staff recommends utilizing the same sole-source lining system and contractor for rehabilitation of the Reaction Basin. The basis for the previous sole-source determination remains unchanged, and use of the OBIC Armor system will provide the City with a durable, long-term protective lining installed by a contractor with demonstrated experience using the proprietary system.

Because NC G.S. § 143-129(e) allows a governing board to exempt a purchase from competitive bidding when standardization or compatibility is the overriding consideration, when performance or price competition is unavailable, or when the needed product is available from only one source, staff believes the sole source exception is appropriate.

Using CTR Coatings for the Reaction Basin project will provide consistency in surface preparation, concrete repair methods, coating application, maintenance practices, and warranty coordination. CTR's familiarity with City treatment facilities and operational constraints also reduces project risk and supports successful completion of the rehabilitation work.

CTR Coatings has submitted a proposal in the amount of \$286,050.00. Rehabilitation of the basin at this time will protect a critical drinking water asset, extend the service life of the structure, and reduce future maintenance costs. Sufficient funds are available in Project Budget WR2501, Water Treatment Plant Improvements.

RECOMMENDATION

It is the recommendation of Staff that the Public Enterprise Committee take the following action:

Staff recommends that the Public Enterprise Committee forward to City Council for consideration on the August 11, 2026 Consent Agenda approval to:

1. Utilize the previously approved sole-source OBIC Armor lining system for rehabilitation of the John Glenn Water Treatment Plant Reaction Basin;
2. Award a contract to CTR Coatings in the amount of \$286,050.00; and
3. Authorize the City Manager to execute all contract documents.

Attachment(s):
CTR Coatings Proposal

CTR Utility Rehab, LLC

Proposal Date: 7/20/2026 **Proposal Number:** 25-3018
Project name: City of Monroe Reaction Basin
Job site address: 2119 Old Camden Rd Monroe NC **County** **Union**
Owner: City of Monroe
GC:
Address 2119 Old Camden Rd Monroe NC
Contact name David Rankin
Email drankin@monroenc.org **Phone** 704-282-4668



Charlotte Reed, President
317-797-7214
ctrcoatings@gmail.com

The following are submitted as specifications and estimates:

Item	Description	Qty	Unit	Unit Price	Total
1	25'x75'x22.5' Potable water Basin to hydroblast fix any spalling and line with OBIC 1100 PW Polyurea	6750	Sq Ft	42.00	283,500.00
2	MOB	2	EA	1,275.00	2,550.00
					0.00
					0.00
	Price is Guaranteed for 6 months				0.00
					0.00
					0.00
					0.00
Total this page CTR Coatings to furnish material and labor - complete in accordance with above specifications for the sum of:					286,050.00
Project Specific Notes:					
Quote includes:	Install OBIC Liner per manufacturer's recommended procedures. Price assumes structures are accessible (spray truck can drive to within 250 feet of structure). Standard traffic flow control using signs and cones.				
Quote excludes:	Unless specified above, these prices exclude: Sales tax,; by-pass pumping; traffic control plan; traffic control beyond the use of signs and cones (e.g., flaggers, lighted signs, traffic lights, etc.); building access roads; permits; bonds; seeding, sodding, or mulching; vac truck; debris removal or removal of existing sludge in structures; removal of old liner unless indicated above.				
Excessive or curtain grouting:	Normal grouting includes up to 4 tubes of grout per structure. Extra HyperSeal \$35/tube; FastSeal \$75/tube; MaxSeal grout \$350/gal; 1 bucket of pre-co plug \$75; Every hour after the first hour of leak stopping will be \$75 per person per hour.				

All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from above specification involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Workers Compensation insurance.

Acceptance of Proposal:

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made out to the name and address listed above.

Signature: _____

Date of acceptance: _____

Quote is valid for 60 days. If not accepted within 60 days, we reserve the right to withdraw this proposal.

Proposal Date: _____ Proposal Number: _____
Project name: _____

The following are submitted as specifications and estimates:

Item	Description	Qty	Unit	Unit Price	Total
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
Subtotal this page	CTR Coatings to furnish material and labor - complete in accordance with above specifications for the sum of:				0.00
Total bid					286,050.00